MIHMS Provider Checklist

There will be a new MaineCare claims system known as Maine Integrated Health Management Solution (MIHMS) on August 1st, 2010. Will you be ready to submit claims?

If you have completed all of the items on this checklist, you should be ready to submit claims to MIHMS for all services delivered on or after August 1st!

Provider Enrollment

Be sure to review the useful links section at the end of this checklist to access the documents referenced in this checklist.

☐ Re-enroll in MIHMS.
☐ Enroll all parts of your business. This means all:
- Provider types
- Provider specialties
- Rendering providers
- Servicing locations

> Remember, you can only bill for the portions of your business for which you have enrolled in MIHMS. So, if you are a provider that has multiple provider types, specialties, rendering providers and servicing locations and you intend to bill through MIHMS, make sure they are all enrolled as part of your business!

☐ When you enroll, it is important to provide the appropriate office contact name and e-mail address. Future communications will be sent to this contact person, so please be sure to keep this information updated.
☐ If you are enrolled in Primary Care Case Management (PCCM) as a PCP, please indicate this in your re-enrollment application and answer the additional follow-up questions.
☐ Receive your "Welcome Letter" and register as a Trading Partner.
- Review Trading Partner Registration Guide
- If you have a Billing Agent, be sure that they have the appropriate information from you so they can add your provider information to their Trading Partner Agreement. Billing Agents will need your:
  - ➢ TAX ID
  - ➢ National Provider Identifier (NPI) or Atypical Provider Identifier (API)
  - ➢ Enrollment Case Number (ECN)

> As a MIHMS provider, it is important to register as a Trading Partner.   Only Trading Partners can use all the functions on the MIHMS portal including:
>   -*Electronic claims submission*
>   -*Claim status check*
>   -*Remittance Advice access*
>   -*Member Eligibility verification*

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☐ Access Provider Maintenance on MIHMS portal to update demographic information such as:
- Contact name
- Telephone number
- Contact E-mail address
- Service location address
- Office hours
- Patient restrictions
- Languages spoken
- Rendering provider address
- Rendering provider phone number
- Rendering provider e-mail address
- Whether a service location or rendering provider is accepting new patients or not

☐ Use the Full Provider Maintenance function to:
- Add or remove an Owner or Board Member or change information about Owner/Board Member
- Add or remove a Service Location or Rendering Provider
- Add or delete a Service Location or Rendering Provider specialty
- Update license or certification information

> Don't forget- MeCMS and MIHMS will be running at the same time for approximately 6 months after MIHMS implementation. So, you will need to keep your MeCMS provider file current as well.

Electronic Funds Transmission (EFT)

In order to get paid via EFT in MIHMS, you will need to complete and submit EFT forms to MaineCare.

☐ The instructions and the authorization form are available on the MIHMS Provider Portal located on the Provider Page (https://mainecare.maine.gov/) under Provider Documents. Select the link labeled "**Direct Deposit/EFT Payment Authorization Form".**

> You are strongly encouraged to sign up for EFT payments. It is expected to be a policy mandate in the near future, but not mandated at this time.

Electronic Data Interchange (EDI)

If you are currently submitting Electronic Media Claims (EMC) in MeCMS, in MIHMS you will need to submit Electronic Data Interchange (EDI) transactions.

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☐ It is necessary to complete certification testing prior to submitting EDI transactions. You should complete certification testing for only those transactions you intend to submit in MIHMS. The following certification tests are available:
- 837- Health claims submission
- 270- Eligibility benefit inquiry
- 276- Claims status request
- 278- Prior Authorizations and Referrals

☐ If you are a provider who is affiliated with one of the following entities, you should confirm that that they are completing certification testing:
- Clearinghouse
- Billing Agent

> Please refer to the **Available Resources** section of this checklist for the link to the Approved Clearinghouses and Billing Agents who have started or completed their testing.

☐ If you are a provider who is affiliated with a Software Vendor, you should work with your Software Vendor to complete your certification testing.

> You must be registered as a Trading Partner to test and submit EDI transactions

Prior Authorization

Prior Authorization for dates of service after August 1st must be submitted in MIHMS beginning July 6th

☐ Review provider training videos to learn how to determine member eligibility and submit a Prior Authorization in MIHMS.

☐ If you currently submit Prior Authorizations in MeCMS, review the MeCMS to MIHMS *Transition Guide* to learn about this change in MIHMS.

☐ After July 6th, verify in MIHMS that your MeCMS Prior Authorizations converted correctly.

Primary Care Case Management (PCCM) PCP Referrals

Referrals for dates of service after August 1st must be submitted in MIHMS beginning July 6th

☐ PCCM PCPs should review provider training videos to learn how to submit referrals in MIHMS.

☐ If you are a PCCM PCP and have submitted referrals in MeCMS, review the MeCMS to MIHMS *Transition Guide* to learn about this change in MIHMS.

☐ All MeCMS referrals dated after August 1st will expire on July 31, 2010. **These referrals must be resubmitted in MIHMS with a begin date of August 1st, 2010 to be valid after August 1st**

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MIHMS Claims Submission

MIHMS Claims Submission begins August 1st! Do you know how to submit claims into MIHMS? If not:

☐ If you intend to submit paper claims:
  - Consider using Direct Data Entry (DDE) to submit claims. To learn more about DDE, please review the provider training videos (see useful links).
  - Order new claims forms (ADA 2006, CMS 1500, or UB04) required for MIHMS.
  - Remember prior versions of claim forms and copies of claim forms will not be accepted.

☐ Review the following documents:
  - MIHMS Billing instructions
  - Companion Guides (If you intend to submit EDI transactions)
  - MeCMS to MIHMS *Transition Guide*
  - Local Codes Crosswalk

☐ Attend provider trainings and learn how to submit:
  - Claims
  - Prior Authorization requests
  - Referrals
  - EDI Transactions (if applicable)
  - Eligibility verification requests

☐ On August 1st you can:
  - Begin submitting a few claims into MIHMS daily by using Direct Data Entry (DDE)
  - Begin submitting a few batch claims into MIHMS daily by using Electronic Data Interchange (EDI)
  - Continue submitting paper claims to MaineCare Services for processing.

Available Resources

☐ Useful links:
  - Trading Partner Registration Guide:
    https://mainecare.maine.gov/Trading%20Partner%20Guides/Forms/Publication.aspx
  - Provider Enrollment Guides:
    https://mainecare.maine.gov/Provider%20Enrollment%20Guides/Forms/OnLine%20Display%20View.aspx
  - Provider Training Videos will be available in June at:
    https://mainecare.maine.gov/Training%20Videos/Forms/Publication.aspx
  - Billing Instructions:
    https://mainecare.maine.gov/Billing%20Instructions/Forms/Publication.aspx
  - Local Code Crosswalks:
    http://www.maine.gov/dhhs/oms/providerfiles/billing_instructions.html#hipaa_codes

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- Companion Guides:
  https://mainecare.maine.gov/Billing%20Instructions/Forms/Publication.aspx
- Approved Billing Agencies and Clearinghouses:
  https://mainecare.maine.gov/Provider/VBCReport.aspx
- MeCMS to MIHMS *Transition Guide:*
  http://www.maine.gov/dhhs/oms/fiscal_agent_project_index.html

> Note: To access the useful links and other provider-related information, you can also go to the following website https://mainecare.maine.gov/, choose the "Provider" tab at the top of the page, and choose the appropriate link on the left menu.

☐ Contact Information:

- MIHMS Enrollment/Provider Services:
➢ Staff is available from 7:00 am to 6:00 pm, Monday through Friday to answer questions or provide assistance with re-enrollment or provider maintenance. They can be reached by calling 866-690-5585 (TTY: 711), by fax: 877-314-8776 or by email at: mainecareenroll@unisys.com

- EDI Helpdesk:
➢ Staff is available from 7:00 am to 6:00 pm, Monday through Friday. They can be reached by calling 866-690-5585 (TTY: 711), by fax: 877-314-8776 or by email at: Mainecaresupport@unisys.com.